



**Arizona Department of Health Services
Office for Children with Special Health Care Needs
Integrated Services Grant**



**ISG – Cultural Competency
April 18, 2007
Meeting Minutes**

Attendees: N. Burton Attico, MD, Renaldo Fowler, Norma Garcia-Torres, Cozetta LaMore, Tom Kirsch (via teleconference), Teresita Oaks, Kim Russell, Jill Wendt, Rick Ybarra, Hong Chartrand

MEETING ITEM	SPEAKER	DISCUSSION	ACTION ITEMS
Welcome/Introductions	Jill Wendt	Committee members were welcomed and introductions were made around the room.	
Announcements/ Task Force Update	Jill Wendt	Task Force meeting is scheduled for May 23, 2007.	
Review of 2-15-07 Meeting Minutes	Jill Wendt	Minutes were approved	
Medical Home/Care Coordination Project	Jill Wendt	<p>Four medical home sites have been identified: Verde Valley: Red Rock Pediatrics Chino Valley: Ponderosa Pediatrics Phoenix: CRS Clinic (Quest to Cure) Hopi Nation: Hopi Health Center</p> <p>All Care Coordinators have been hired and provided training by the ADHS Medical Home Program Manager. A "Care Coordination Manual" has been developed and distributed to each Care Coordinator to use. ADHS plans to mass produce these and distribute to other physicians, community members and care coordinators across the state. The ADHS Program Manager is working with the Community Action Teams</p>	

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		and each site to develop a sustainability plan for the medical home concept once this project is completed.	
Committee Updates	Jill Wendt	<p>The Young Adult Transition Committee is another sub-committee involved in the Integrated Services Grant. They are hosting a Youth Summit July 28, 2007 at ASU for 15 youth with special health care needs, statewide. The summit is called, "Creating Effective & Sustainable Systems Change for Families and Youth"</p> <p>Topics include: transportation, mobility, higher education, employment, insurance and more. There is no charge for the youth to attend, and accommodations will be covered as part of this grant. The planning committee, which is youth driven, has been successful in collaborating with other agencies and organizations to support this event.</p> <p>The Community Development Initiative (CDI) is another committee and they helped developed an advocacy curriculum in which 6 of the modules have been posted on the E-Learning website and more will be uploaded soon. The curriculum has also been translated in Spanish and will soon be posted to the E-Learning website. This committee is also planning a Family Leadership Conference in November 2007 regarding the Community Development Initiative.</p> <p>The new Hopi Team developed a Special Education Training to 20 families in partnership with the Special Education Director. The community action teams have a website at: www.azcommunityactionteams.org. Developed to market and outreach to promote family leadership.</p> <p>The Parent Action Council, another committee of the grant is taking on the issue of Grievance & Appeals. Families brought up the issue of getting verbal denials for services, but never getting anything in writing. They felt if families were more educated about the Grievance and Appeals process, this would benefit them while trying to access services.</p>	
Orders of Business	Jill Wendt	Members reviewed membership list to ensure names, titles and contact information were accurate.	Cozetta provided her changes via email.
		Continuation for year 3 for this grant was submitted to HRSA and the continuance	

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		<p>was accepted. Updates were submitted from each committee.</p> <p>The Integrated Services Grant website reminder, it is found at www.azis.gov. You can access our page, minutes, presentations, handouts, etc. All committees' information is accessible through this webpage. Quarterly reports are found on the Task Force's page.</p>	
Presentations	Jill Wendt representing Laura Henry- ADHS Medical Home Manager	<p>PowerPoint presentation overview on Medical Home/Care Coordination Project.</p> <p>The National Center for Cultural Competency has on-going Policy Briefs and in the handouts there was one included as an example. All are available at http://www11.georgetown.edu/research/gucchd/nccc/index.html</p>	
Discussion		<p>Cozetta had a comment on Page 6 on the Policy Brief as she discussed a study from the Casey Foundation from October 2006 that showed that an over-representation of African Americans in the Child Welfare System. She stressed the importance of translating policies into operationalizing them into action.</p> <p>Norma-Look at the links contractually and to the community, when incorporating cultural competency. For example, the contracts can require contractors to uphold certain standards. Accountability & monitoring are a key.</p> <p>Rick-For ValueOptions, he has written actual contract language to ensure policies address cultural competencies. Policies are great, however to understand how to make them work for your particular organization is key. He encouraged people to explore linkages in the community as well. Also, collecting information as to what is successful nationally to help people put things into practice.</p> <p>Renaldo-Special Education has a requirement by feds. Feds require them to collect data on CSHCN.</p> <p>Tom added the importance of the training component. Developing guides look at work force. Who is delivering care? Not just MDs and NP. www.askme3.org related to cultural competency. Developing guides on operationalizing would be helpful in a practical sense.</p>	

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		<p>Jill mentioned the possibility of offering training from the National Center for Cultural Competence to the Community Action Teams or this committee could develop a small training to be turned into an E-Learning Module.</p> <p>Discussion continued amongst member regarding strategies for implementation Committee members discussed possible recommendations to the governor:</p> <ol style="list-style-type: none"> 1. Standardized contracts throughout the state, using same language for cultural competency. 2. Does the state have a place that they can voice concerns/complaints for public services and how will the State respond to that. 3. Need a clear system for all state services. 4. Implement statewide standards for training curriculum for state agencies and their contractors. 5. Strategize about ways to reduce replication of processes. 6. Implement process for translation services <p>Kim Russell- A reminder that the Arizona Health Disparities Center is a resource. www.azminorityhealth.gov Hong Chartrand represents the Arizona Health Disparities Center and indicated that they are planning a 2 day pilot training for employees. Training in May or June/July, more information will follow.</p>	<p>Norma Garcia-Torres will share the 1-2 page DBHS instrument for organizations to evaluate activity assessment.</p> <p>Hong Chartrand will share information about the pilot training for employees at next meeting.</p>
Survey	All	<p>We reviewed the format of the CRS family survey. The committee has tossed around the idea of developing and distributing a survey. Committee revisits purpose: What are we trying to learn? How do we implement this survey? Medical Home? How to use it and collect data?</p>	<p>Jill will share Medical Home Tool in next</p>

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		<p>After discussion, it was decided that the committee would review the tool being used at the conclusion of the medical home project to ensure it addresses cultural competency.</p> <p>A discussion around offering training to the Community Action Teams on cultural competency was explored. Several options will be talked about in a future meeting.</p>	<p>meeting.</p> <p>Further discussion on potential Cultural Competency Training</p>
Roundtable/ Updates	All	<p>Resources mentioned: Catalyst Center- Chart Book www.hdwg.org/catalyst</p> <p>Norma Garcia-Torres- ADHS is language testing for people with multiple language capabilities. We found that in the Division 2/3 of the people that responded were Spanish speaking both in the oral & written context. They are looking at what might be required for certain jobs and would be accepted incentives for them. Looking at a process for interpretation services and a training for those people who are interested. Process for steps to translate. This would include consistent glossary, dictionary for terms in Spanish generalized for all the state.</p> <p>Hong Chartrand-Invites people to visit www.azminorityhealth.gov and www.healthdisparity.com</p> <p>Rick Ybarra-Participating in a fundraiser for the Mental Health Awareness Coalition.</p> <p>Tom Kirsch- Training component. Involved in more committees.</p>	
Next Meeting		<p>Wednesday, June 20, 2007 1pm-3pm Arizona Department of Health Services, 150 North 18th Avenue, Room 345 A</p>	

